



January 13, 2006

RE: RFP DGS-2053, **ADDENDUM #20**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 4

4.5.1, page 9. Revised item #11 near the top of the page.

4.5.5, page 12. Corrected heading from '4.5.1' to '4.5.5' (it was incorrectly marked in Addendum #19).

4.5.6.1, page 17. Revised the first sentence in the last paragraph on page 17.

4.5.9.3, page 24. Revised the seventh bullet near the middle of the page, and deleted the next bullet.

4.5.10, page 30. Revised text in the second row of the table. Deleted all text in the third row.

SECTION 5

5.5.2, pages 4-5. Revised the paragraph at the bottom of page 4, which caused deletion of text at the top of page 5.

SECTION 6.1

TOC, pages i-iv. Updated the entire table of contents.

6.1.2.1, page 4. Revised description of 'Scalability' near the bottom of the page.

6.1.3.2.2, pages 58-73d. Revised line-item 'feature names' in the tables, and added pages 73a through 73d (which caused repagination of all the pages in this group).

6.1.3.2.5, page 64. Revised the next-to-the-last sentence in the first paragraph.



6.1.3.5 and 6.1.3.6, pages 74-76a. Revised text near the top of page 74, added line-item ‘feature names’ on page 76, revised text, and added page 76a.

6.1.3.8, pages 92-94. Revised line-item ‘feature names’ in the tables.

6.1.5.2.1, page 119. Revised Table heading number from ‘6.1.5.2’ to ‘6.1.5.2.1’.

6.1.6.2, page 122. Added ‘(M-O)’ designation to Table heading, and added ‘DS3 Equipment’ to the table.

6.1.6.3, page 123. Added ‘(M-O)’ designation to Table heading.

6.1.8.1.8, pages 137-138. Revised the first sentence in the first paragraph on page 137. Revised the fourth bullet on page 138.

6.1.11.2.3, page 164. Added an asterisk (*) to ‘Gigabit Ethernet...’ in the ‘Services’ column added an asterisk (*) next to ‘SONET’ in the ‘Services’ column, and added “PRI ISDN > 99.5 percent” to the ‘Objectives’ box inside the table.

6.1.11.2.9, page 176. Added an asterisk (*) to ‘Gigabit Ethernet...’ in the ‘Services’ column, and added ‘SONET*’ to the ‘Services’ column.

6.1.11.2.13, page 184. Added an asterisk (*) to ‘Gigabit Ethernet...’ in the ‘Services’ column, added ‘SONET*’ to the ‘Services’ column, added the following to the ‘Objectives’ box inside the table: “DSL VPN=less than 2/3 hours”; “PRI ISDN=less than 2/3 hours”; “BRI ISDN=less than 2/3 hours”.

6.1.12, page 200. Revised the first four bullets.

SECTION 6.2

6.2.2, page 4. Revised the description of ‘Scalability’ near the top of the page.

6.2.13.1, pages 41-42. Corrected page numbers to read ‘41’ and ‘42’ (they appeared incorrectly as ‘40’ and ‘41’ in Addendum #19).

6.2.19.1.8, pages 72-73. Revised the first sentence in the first paragraph on page 72, and revised the first sentence in the first bullet at the top of page 73.



6.2.23, page 119. Revised the first four bullets near the middle of the page.

SECTION 6.3

6.3, page 3. Revised description of ‘Scalability’ near the middle of the page.

6.3.5.1.4.a, page 77. Revised last line item in table 6.3.5.1.4.a.

6.3.11.1.8, pages 116-117. Revised first paragraph on page 116, and revised fifth bullet on page 117.

6.3.15, page 164. Revised the first four bullets near the bottom of the page.

SECTION 6.4

6.4.2, page 6. Revised description of ‘Scalability’ at the bottom of the page.

6.4.3.2.b, page 21. Changed Table reference to ‘(D)’.

6.4.4.3.b, page 73. Revised the table title to show a lowercase ‘b’ and to include the word ‘Over’ 700K.

6.4.6.2, page 93-f. Revised table title to indicate ‘(M-O)’.

6.4.9.1.8, page 108-109. Revised the first sentence in the paragraph at the bottom of page 108. Revised the next-to-the-last bullet near the bottom of page 109.

6.4.13, page 153. Revised the first four bullets near the middle of the page.

SECTION 7

Section 7 Exhibits A, B, C, and D are being reissued in their entirety with this addendum (see the CALNET II home page for the latest files). This complete reissue ensures that the Section 7 Excel worksheets conform to the Section 6 cost tables.

Examples of changes include: cost table title updates, row additions/deletions, worksheet additions/deletions, and updates to the cost summary worksheets at the end of each workbook.



GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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Section 4

- indicated with unique identifiers. Any request by Customers for special invoice requirements will be pre-approved by DTS/ONS.
11. Confirmation and demonstration through Bidder response that the Bidder will comply with Appendix B, Model Contract Language, Section 60, regarding application of all service taxes, fees, surcharges, and surcredits.
 12. Each Contractor will accept full responsibility to perform as the statewide Single Point of Contact for all Contract requirements for their respective Module, including service design, ordering, provisioning, maintenance, training, trouble reporting, and invoicing. This responsibility includes the conduct of each Contractor, their Affiliates or subcontractors, in complying with the terms and conditions of the Contract. Each Contractor will comply with the State's vision for an effective Contractor/State business relationship based on the services and business principles defined in this RFP.
 13. Each Contractor, their Affiliates or subcontractors, as an integral part of the business relationship envisioned by the State in the RFP, are expected to provide consultative business assistance to Agencies in the planning, selection, application, and cost effective use of Contract Services at no additional cost.
 14. Each Contractor will commit that corporate staff and resources commensurate with the size and complexities of the Contract will be assigned to support services throughout the Term of the Contract.
 15. Each Contractor will inform the State in writing and make available any agreements with Affiliates or subcontractors that impact the performance of the Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5 Contract Business Relationships (M)

In RFP Section 1.3 and Section 4.4 of the RFP, the State introduces the concept of four individual business Modules to support statewide telecommunications and network services. The State intends to award a separate Contract for each service Module. The State acknowledges the uniqueness of service Modules, interdisciplinary relationships, and business interactions that may impact the provisioning of total service opportunities within and between service Modules for Customers. The State anticipates that some services in Module 1 - Core Services and Module 2 - Long Distance Services for Voice will complement each other in some service applications and require interoperability.

In Module 3 and Module 4, where technical interoperability is not a business requirement, the Bidders must demonstrate how implementation of their services will not disrupt or negatively impact the services provided by other Module service suppliers.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1 State and Contractor Business Relationships (M)

The State is committed to working cooperatively with the Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other Contractors and with the State.

The successful Bidder(s) will be required to establish business relationships with other awarded Contractors to provide services within and between service Modules in support of statewide telecommunications services.

4.5.5.2.4 Sharing of Key Personnel and Resources (M)

Section 4.5.7.1 requires identification of Key Personnel. Bidders that submit a Proposal to share Key Personnel or resources between corporate entities in support of individual Contract requirements, shall demonstrate how sharing of resources will not negatively impact individual Contract administration, management, and operations. Any plan to share Key Personnel, resources, or functions (e.g., billing, service order, trouble reporting) shall be included in the Contractor Business Plan and requires DTS/ONS approval prior to implementation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.6 Transition/Migration/Transfer Objectives (M)

4.5.6.1 Transition (M)

The State has documented its requirements that existing Customers of the CALNET I Contract will Transition to CALNET II Contract Services for Module 1 – Core Services and Module 2 –Long Distance Services for Voice at no cost to the State or its Customers.

Exempt State Agencies and local government Customers may Transition to CALNET II at their option. In Sections 6.1.14 and 6.2.25, the Bidders are required to submit a Transition-In plan that establishes a Transition schedule, the specifics of which are predicated on many factors. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as DTS/ONS oversight authority may impact Transition planning and schedules. Refer to Appendix B, Model Contract Language, Section 76.

serve the citizens of California. Some examples that illustrate relationship management include, but are not limited to the following:

- Contractor to assign a DCPM throughout the Term of the Contract
- Ensure that adequate staff resources and skill levels are available to support Contract programs and Customer service
- Ensure responsiveness to States requests and/or directions pursuant to Contract terms and conditions
- Ensure Contract amendments receive required corporate approvals within established milestones
- Ensure that the Contractor and its subcontractors and/or Affiliates meet Contract program management responsibilities
- Contractor provides an explanation and justification for pricing elements, including ICB Pricing and IPR
- Inform the State in writing and provide applicable regulatory authority of FCC and CPUC mandated changes (i.e., service taxes, fees, surcharges, and surcredits) that require or allow recovery from End-Users of Contract Services
- Ensure that no program deficiency occurs resulting from the State's lack of access to internal agreements between Contractor and its subcontractors and/or Affiliates which affect the State's ability to perform program oversight of the Contract
- Ensure that Contractor specifies in writing, acceptable reasons to the State why the Contractor and its subcontractors and/or Affiliates are unable to provide specified Contract data
- Ensure that contractual obligations and commitments to establish Contractor business relationships for communication, cooperation, and collaboration with Contractors of other service Modules are met

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Table 4A – Performance Deficiencies And Charges			
Performance Obligations	Deficiency ¹	Resolution Options for Performance Deficiencies ²	DTS/ONS Rights and Remedies Including Performance Deficiency Charges
	DCPM does not ensure that the Contractor's personnel, subcontractors and/or Affiliates comply with the Contract terms and conditions.	Appendix B, Section 35, Disputes and Section 84, Governance, apply as necessary in resolving performance deficiency issues.	Appendix B, Section 50, Performance Deficiency Charges
	Contractor does not inform the State in writing or provide applicable regulatory authority of FCC and CPUC mandated changes (i.e., Service Taxes, Fees, Surcharges and Surcredits) that may require or allow recovery from End User of Contract Services.		Notify the State in writing and provide applicable regulatory authority within 60 calendar days prior to the effective date of any additions or changes to the FCC and CPUC required or allowable charges. (\$500>60 days/\$250 per week until State receives proof of authority)

¹ As described in Appendix B, Section 50.a.

² Consistent with this section, and Appendix B, Section 50.a the State will meet and confer with the Contractor to assess deficiencies and establish a remedy. The State's objective is not to levy charges, but improve performance.

Section 5

The Bond shall be on a form from an admitted surety insurer and must guarantee Contractor's compliance with the terms of the Contract. The Performance Bond shall remain valid during the Contract period and remain in effect until the Contractor's satisfactory compliance with the terms of the Contract has been completed.

Because of the potential consequences that might result if the successful Bidder is unable to furnish the specified document, Bidders should take the necessary steps, prior to submittal of their Proposals, to ensure that if awarded a Contract, they will be able to comply with these Requirements.

5.5 FCC AND CPUC REQUIREMENTS

5.5.1 CPUC And FCC Compliance

The Bidder is required to adhere to all applicable CPUC and FCC regulations and certifications incumbent upon all providers under this Contract. The Bidder shall adhere to such regulations and certification Requirements in effect at the time of award and ongoing throughout the duration of the awarded Contract. This ongoing adherence shall include compliance with new and changed CPUC and FCC orders as they might occur during the Contract Term. Where orders are mandated by the CPUC or the FCC to be carried out, the Contractor shall do so as mandated, and without additional costs to the State or to the ordering State and local Agencies unless the additional costs are required by the CPUC or the FCC. Where specific orders or costs are not required but are only allowed by the CPUC and FCC, such orders shall not be carried out without the expressed written approval of DTS/ONS, and likewise shall not incur additional costs to the State or to State or local Agencies, without expressed written agreement of DTS/ONS. The Contractor shall promptly notify the State's contract administrator of all impending and actual CPUC and FCC mandated or allowed changes that may effect CALNET II contracted services or costs.

5.5.2 Regulatory Service Taxes, Fees And Surcharges (M)

In addition to the FCC and CPUC compliance Requirement of Section 5.5.1, above, the Bidder agrees to comply with FCC, CPUC and other jurisdictional taxes, fees, surcharges and surcredits (Fees) per Appendix B, Model Contract Language, Section 60, Service Taxes, Fees, and Surcharges. Any addition or changes will be implemented in accordance with Section 60. At the time of Bid of this RFP only the Service Taxes, Fees, and Surcharges listed in the table below have been identified as mandatory for inclusion in the Contractor's CALNET-II invoices for RFP Modules 6.1 and 6.2 Services (applicable to Interstate Services only). To the State's knowledge, the Fees identified below are not applicable to RFP Modules 6.3 and 6.4 Services.

Fee ID #	Regulatory Oversight	Name of Tax or Surcharge	Notes and Comments
1	CPUC	California Universal Lifeline Telephone Service Surcharge (ULTS)	See Public Utilities Code § 871
2	CPUC	California Relay Service and Communications Device Fund (CRS); also referred to as the Deaf and Disabled Telecommunications Program (DDTP)	See Public Utilities Code and SB 597
3	CPUC	California High Cost Fund A (CHCF-A)	See Public Utilities Code § 739.3
4	CPUC	California High Cost Fund B (CHCF-B)	See Public Utilities Code § 739.3
5	CPUC	California Teleconnect Fund (CTF)	See Public Utilities Code § 270-281
6	CPUC	California 911 Surcharge (911 Tax)	Exempt upon receipt of applicable certificate(s)
7	IRS	Federal Excise Tax (FET)	Exempt upon receipt of applicable certificate(s)
8	City & County	Sales and Use Tax	Equipment sales.
9	State & Local	State and Local Taxes	Exempt upon receipt of applicable certificate(s)

In response to this Requirement, Bidders shall identify all regulatory service taxes, fees, surcharges and surcredits that they plan to include on their invoices (See EXHIBIT 5-A). In their response, Bidders shall identify each component or element of CALNET II service contained in RFP Section 6.1, 6.2, 6.3 and 6.4 that the identified Fee shall be applied to. Fee identification associated with each service component subject to Fees shall include:

- Fee ID #
- Regulatory or jurisdictional entity requiring the Fee
- The name of the Fee

Section 6.1

Section 6.1 Core Services – MODULE 1

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6.1.2.1 Voice Network Design (M)

DTS/ONS uses this Contract as a means to perform statewide service oversight, Customer advocacy, and fiscal management responsibilities. In the course of that oversight the State is required to examine key elements of the voice network to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, and scalability. The Contractor shall provide voice network designs and diagrams for the following voice services under this Contract:

- Central Office Trunking Service

If multiple services utilize a common network, only one diagram is required for that network.

The Contractor shall provide 3 hard copies and 1 electronic copy of the drawings with the Proposal. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size. Drawings will be evaluated on thoroughness with respect to the identified issues.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- General location (city) of Equipment
- Type and capacity of Equipment at each location including any backup systems
- General circuit route (city to city)
- Circuit size/bandwidth
- Circuit type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the state.

Scalability – the ability to increase the delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

The Contractor shall offer the DSO service and features detailed in Table 6.1.3.2.2.a.

Table 6.1.3.2.2.a Data Transmission Service – Carrier DS0 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS0 Service Tier 1	Carrier DS0 service as described above		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)	Variable mileage for dedicated transport (excludes Frame Relay and ATM)		
Bidder's Description:			
Central Office Bridging	Connects three or more Customer designated premises for simultaneous communications on one circuit		
Bidder's Description:			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
Out-of-state DS0 service	Out of state DS0 service (local loop)		
Bidder's Description:			

The Contractor may offer the DSO service and features detailed in Table 6.1.3.2.2.b.

Table 6.1.3.2.2.b Data Transmission Service – Carrier DS0 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DSO Service Tier 2	Carrier DS0 service as described above		
Bidder's Description:			
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.3 Carrier DS1 Service (M-O)

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544Mbps providing full duplex, four wire, end-to-end, synchronous serial digital data transport. The minimum digital signals required are in the following two formats:

- Basic (full 1.544 Mbps)
- Channelized (24 multiplexed DS0 channels — 64 Kbps each)

Basic Carrier DS1 Service shall include the following characteristics:

- **High Capacity** - DS1 class of service
- **Subscriber Access** - Channel termination for the circuit terminating at an IEC point of presence
- **B8ZS** - Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network

- **Extended Super Frame** - Framing format that allows the additional bits to be added less frequently or added at longer intervals. Bits that are gained by doing this are then used to perform other functions
- **Inter-LATA Service** - DS1 connectivity between LATAs
- **Packet Delivery** – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100

DS1 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU Standards.

At a minimum, service availability shall be statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DS1 service and features detailed in Table 6.1.3.2.3.a

Table 6.1.3.2.3.a Data Transmission Service–Carrier DS1 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? N/A	Document/ Location
DS1 Tier 1 Service	Carrier DS1 service as described above		
Bidder's Description			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
Out-of-state DS1 service	Out of state DS1 service (local loop)		
Bidder's Description:			

The Contractor may offer the DS1 service and features detailed in Table 6.1.3.2.3.b.

Table 6.1.3.2.3.b Data Transmission Service – Carrier DS1 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DS1 Tier 2 Service	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.4 Carrier DS3 Service (M-O)

The Contractor shall provide DS3 digital data circuits. DS3 service supports point-to-point digital data circuits up to 44.736 Mbps providing full duplex, end-to-end, synchronous serial digital data transport. DS3s may be clear-channel or channelized into 28 channels.

Carrier DS3 service shall include the following:

- **High Capacity DS3** - Describes High Capacity DS3 Class of Service
- **Subscriber Access Line with Equipment** - DS3 circuit termination per termination with electrical equipment
- **Central Office Multiplexing** - An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing
- **Packet Delivery** – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100

DS3 service shall be in accordance with the North American T-carrier, and applicable ANSI and ITU Standards.

At a minimum, service availability shall be statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DS3 service and features detailed in Table 6.1.3.2.4.a

Table 6.1.3.2.4.a Data Transmission Service – Carrier DS3 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds Y/N	Document/ Location
DS3 Service Tier 1	Carrier DS3 service as described above		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description:			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
Central Office Multiplexing with Reconfiguration	An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using time division multiplexing		
Bidder's Description:			
Out-of-state DS3 service	Out of state DS3 service (local loop)		
Bidder's Description:			

The Contractor may offer the DS3 service and features detailed in Table 6.1.3.2.4.b

Table 6.1.3.2.4.b Data Transmission Service – Carrier DS3 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DS3 Service Tier 2	Carrier DS3 service as described above		
Bidder's Description:			
Expedite	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.5 Gigabit Ethernet Metropolitan Area Network (MAN) (D)

The State seeks gigabit Ethernet network services in specific geographic locations throughout the state. The service shall provide for the transmission of digital signals at 1 gigabit per second (Gbps) in Ethernet format in dedicated high capacity channel. At a minimum, the service shall be available in point-to-point (node-to-node) configurations, enabling Customers to connect two or more Local Area Networks (LANs) at the native speed of the LAN backbone. The gigabit Ethernet network shall link locations up to distances of 31 miles. Maximum db loss shall not exceed 29db.

The Contractor shall utilize the ICB process described in Appendix B.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the Gigabit Ethernet service and features detailed in Table 6.1.3.2.5.a

Table 6.1.3.2.5.a Gigabit Ethernet Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Access Channel Termination – Tier 1	Central Office termination at the telephone side of the local loop		
Bidders Description:			
Access Channel Termination – Tier 2	Central Office termination at the telephone side of the local loop		
Bidders Description:			
Mid Span Repeater port Tier 1	May be required to extend the distance limitation		
Bidder's Description:			
Mid Span Repeater port Tier 2	May be required to extend the distance limitation		
Bidder's Description:			
Mileage Tier 1	Per Mile		
Bidder's Description:			
Mileage Tier 2	Per Mile		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.6 Multi Protocol Label Switching (MPLS) Services (D)

The State seeks end-to-end integrated support of existing legacy technologies such as Frame Relay and ATM with new Ethernet services. MPLS integrates Ethernet and Frame Relay/ATM traffic over a single shared infrastructure to allow service providers to offer new Ethernet services and support Frame Relay/ATM services at the same time.

The Contractor shall describe its MPLS offering, including:

- Geographic and implementation limitations
- All associated pricing for components
- Service installation intervals

The MPLS solution presented shall comply with industry definitions and/or Standards as set by the IETF to include the following features:

- Remote VPN tunneling
- Access to Internet providers
- VPN management
- Non IP Traffic (SNA, Appletalk, IPX)
- Encryption
- Authentication
- Firewall features

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer MPLS service and features detailed in Table 6.1.3.2.6

Table 6.1.3.2.6 MPLS Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
MPLS Service	MPLS Service as described above		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.3 Synchronous Optical Network (SONET) (D)

The State seeks Synchronous Optical Network (SONET) service for high bandwidth (T1 and higher) communication paths shall be provided on dedicated, bi-directional, self-healing rings or as a point-to-point network configuration. The services provided over Synchronous Optical Network (SONET) shall comply with all Standards as set forth by Telcordia/Bellcore GR-253-CORE, SONET Transportation Systems.

Service handoffs on SONET shall be synchronous at OC-1, OC-3, OC3-c, (concatenated) OC-12, OC-12c, OC-48, OC-48c, or OC-192. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages. SONET services shall include the following:

- SONET Dedicated Ring
- SONET Circuit Service

The Contractor shall provide Customer premise add/drop multiplexing nodes equipped with the following access ports: DS1, DS3, OC-1, OC-3, OC3-c, OC-12, OC-12c, OC-48, and OC-48c.

Packet Delivery – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

Alternate wire centers shall be available to provide ring diversity when required.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer SONET service and features detailed in Table 6.1.3.3.a

Table 6.1.3.3.a SONET Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC1) Tier 1	Dedicated ring local loop at OC-1 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC1) Tier 2	Dedicated ring local loop at OC-1 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC3) Tier 1	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC3) Tier 2	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 1	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 2	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 1	Dedicated ring local loop at OC48 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 2	Dedicated ring local loop at OC48 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC192) Tier 1	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC192) Tier 2	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC1) Tier 1	Point-to-point service at OC1 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC1) Tier 2	Point-to-point service at OC1 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 1	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 2	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 1	Point-to-point service at OC12 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 2	Point-to-point service at OC12 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 1	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 2	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 1	Point-to-point service at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 2	Point-to-point service at OC192 speed		
Bidder's Description:			
Central Office Access Ports (OC1) Tier 1	Hands off services at a central office node OC1		
Bidder's Description:			
Central Office Access Ports (OC1) Tier 2	Hands off services at a central office node OC1		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 1	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 2	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC12) Tier 1	Hands off services at a central office node (OC12)		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Central Office Access Ports (OC12) Tier 2	Hands off services at a central office node (OC12)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 1	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 2	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 1	Hands off services at a central office node (OC192)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 2	Hands off services at a central office node (OC192)		
Bidder's Description:			
Permise Access Ports (T1) Tier 1	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Permise Access Ports (T1) Tier 2	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 1	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 2	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			
Premise Access Ports (OC1) Tier 1	Hands off services at a Customer location node OC1		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Premise Access Ports (OC1) Tier 2	Hands off services at a Customer location node OC1		
Bidder's Description:			
Premise Access Ports (OC3) Tier 1	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC3) Tier 2	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC12) Tier 1	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC12) Tier 2	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC48) Tier 1	Hands off services at a Customer location node OC48		
Bidder's Description:			
Premise Access Ports (OC48) Tier 2	Hands off services at a Customer location node OC48		
Bidder's Description:			
Mileage Dedicated Ring Service OC1. Per mile over 10 miles Tier 1	Variable mileage for OC1 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC1. Per mile over 10 miles Tier 2	Variable mileage for OC1 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Mileage Dedicated Ring Service OC3. Per mile over 10 miles Tier 1	Variable mileage for OC3 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC3. Per mile over 10 miles Tier 2	Variable mileage for OC3 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC12. Per mile over 10 miles Tier 1	Variable mileage for OC12 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC12. Per mile over 10 miles Tier 2	Variable mileage for OC12 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC48. Per mile over 10 miles Tier 1	Variable mileage for OC48 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC48. Per mile over 10 miles Tier 2	Variable mileage for OC48 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC192. Per mile over 10 miles Tier 1	Variable mileage for OC192 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC192. Per mile over 10 miles Tier 2	Variable mileage for OC192 Dedicated Ring Service with nodes greater than 10 miles apart		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.4 ISDN Basic Rate Interface (BRI) (M-O)

Contractor shall provide Integrated Services Digital Network (ISDN-BRI) that offers integrated voice, data, and video transmission with the following features:

- **Basic Package**
 - **B1 Channel (64Kbps) Alternatives** - Voice, Data, Voice/Data, Idle
 - **B2 Channel (64Kbps) Alternatives** – Voice, Data, Voice/Data, Idle
 - **D Channel (16Kbps)** – Voice, Data, optional packet service
- **Primary Directory Number (B1 Channel)** - Required with primary number for each ISDN line. Can be used for voice, data, or optional B Channel Packet. Can have different PIC code than other channels. Features & services can be assigned independently of other channels
- **Primary Directory Number (B2 Channel)** - Voice and/or data. B2 channel with a unique directory number. More than one primary number can be assigned to channels of an ISDN line (also referred to as "multipoint" service). Features and services can be assigned to B2 independently of B1. PIC code can be the same or different than the one assigned to B1 channel. B2 channel may be left idle
- **Additional Use of Primary Channel** - Number reused from B1 Channel. Same number being used on B1 and B2 channel. Features and services are the same as on B1 channel. B2 channel may be left idle
- **Call Information Display-** Allows End-Users to see dialed digits in the display of the equipped CPE
- **Calling Number ID Block, Call Review, Time & Display** - Blocks caller's telephone number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set

- **Shared Directory Numbers** - An additional appearance of a primary or secondary number on another set connected to the same ISDN line. B1 channel numbers can be shared on B2 channel set and vice versa
- **Multiple Directory Numbers** - Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting
- **Additional B Channel Directory Numbers** – B channel connection. Allows connection of additional B Channels devices, over and above first 2
- **Call Transfer** – Provides call transfer, consultation hold, conference calling and hold
- **Call Transfer – Drops Call** – Drops call upon completion of a transfer
- **Information Service Call Blocking** - Prevents callers from completing 900 or 976 calls
- **Secondary Directory Numbers** – A virtual directory number that shares the channel with other numbers. May have multiple and shared appearances
- **Privacy** – prevents intervention from an End-User of a shared number coming in on a call
- **Privacy Release** – Allows a conference call between shared numbers

The Contractor shall provide and support B Channel Packet Service that permits an ISDN BRI B channel to be assigned and dedicated to the exclusive use of transmitting and receiving packet switched data.

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore Standards. ISDN BRI Service availability shall be statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the ISDN BRI service and features detailed in Table 6.1.3.4.a

Table 6.1.3.4.a ISDN Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic ISDN BRI Service Tier 1	B1, B2, and D Channels as described above Includes all features described above		
Bidder's Description:			
Basic ISDN BRI Usage Tier 1	Per minute usage		
Bidder's Description:			
Video Quality ISDN BRI Service Tier 1	Video quality ISDN must be provided over a data quality network Listed below are the minimum protocols required to be supported H.320: The ITU standard for ISDN conferencing includes H.320 ITU Standards for Video Conferencing		
Bidder's Description:			
Video Quality ISDN BRI Usage Tier 1	Per minute usage		
Bidder's Description:			

The Contractor may offer the ISDN BRI service and features detailed in Table 6.1.3.4.b.

Table 6.1.3.4.b ISDN BRI Optional Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic ISDN BRI Service Tier 2	B1, B2, and D Channels as described above		
Bidder's Description:			
Basic ISDN BRI Usage Tier 2	Per minute usage		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Video Quality ISDN BRI Service Tier 2	<p>Video quality ISDN must be provided over a data quality network</p> <p>Listed below are the minimum protocols required to be supported</p> <p>H.320: The ITU standard for ISDN conferencing includes H.320 ITU Standards for Video Conferencing</p>		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.5 ISDN Primary Rate Interface (PRI) (M-O)

The Contractor shall provide Primary Rate Integrated Services Digital Network (ISDN) through standard T1 (1.544 Mbps) point-to-point private-line facilities. ISDN PRI shall be available from the Contractor in two configurations at both 56kps and 64kps:

- Package 1: PRI Configuration 1 - 24 B channels, with the option of making one B channel a Primary D channel
- Package 2: PRI Configuration 2 - 24 B channels with the option of making one B channel a Backup D channel

Each of the configurations named above will include the following features:

- **Alternate Route** - Allows Customers to specify alternate routes where incoming calls may be directed when all PRI channels in the PRI serving arrangement are busy or the network fails
- **Calling Name Display** - Allows the network to pass Calling Name between multiple entities within a PRI network serving arrangement
- **Dialing Plan** - Required feature when two or more entities are connected to create a PRI network serving arrangement
- **Message Waiting Indication** - Allows the network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement
- **Network Ring Again** - Allows the network to pass Ring Again information between multiple entities within a PRI network serving arrangement. Also allows a calling station which encounters a busy condition to notify the CO to signal the calling station when the called station becomes idle
- **PRI subgroup** - Allows Customers who subscribe to multiple service types within a PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type
- **Private Facility Connection** - Allows Customers to provide access to non-ISDN digital transport facilities, tie lines, and/or other private facilities or trunk groups from a PRI serving arrangement. Provides communications between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities
- **User-to-User Information** - Enables Customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. Allows End-Users to send/receive information without actual call completion. Information is not monitored or interpreted by network

This service shall be in accordance with all applicable ANSI, ITU and Telcordia/Bellcore Standards.

ISDN PRI Service availability shall be statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the ISDN PRI service and features detailed in Table 6.1.3.5.a

Table 6.1.3.5.a ISDN Primary Rate Interface (PRI) Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Package 1 @ 56kps – basic monthly rate	The monthly basic rate for Package 1 @ 56kps		
Bidder's Description:			
Package 1 @ 56kps – Usage Fee	The per minute based fee for Package 1 usage @ 56kps		
Bidder's Description:			
Package 1 @ 64kps – basic monthly rate	The monthly basic rate for Package 1 @ 64kps		
Bidder's Description:			
Package 1 @ 64kps – Usage Fee	The per minute based fee for Package 1 usage @ 64kps		
Bidder's Description:			
Package 2 @ 56kps – basic monthly rate	The monthly basic rate for Package 2 @ 56kps		
Bidder's Description:			
Package 2 @ 56kps – Usage Fee	The per minute based fee for Package 2 usage @ 56kps		
Bidder's Description:			
Package 2 @ 64kps – basic monthly rate	The monthly basic rate for Package 2 @ 64kps		
Bidder's Description:			
Package 2 @ 64kps – Usage Fee	The per minute based fee for Package 2 usage @ 64kps		
Bidder's Description:			

The Contractor may offer the ISDN PRI service and features detailed in Table 6.1.3.5.b

Table 6.1.3.5.b ISDN Primary Rate Interface (PRI) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Package 1 @ 56kps - basic monthly Tier 2	The monthly basic rate for Package 1 @ 56kps		
Bidder's Description:			
Package 1 @ 56kps - usage fee Tier 2	The per minute based fee for Package 1 usage @ 56kps		
Bidder's Description:			
Package 1 @ 64kps - basic monthly Tier 2	The monthly basic rate for Package 1 @ 64kps		
Bidder's Description:			
Package 1 @ 64kps - usage fee Tier 2	The per minute based fee for Package 1 usage @ 64kps		
Bidder's Description:			
Package 2 @ 56kps - basic monthly Tier 2	The monthly basic rate for Package 2 @ 56kps		
Bidder's Description:			
Package 2 @ 56kps - usage fee Tier 2	The per minute based fee for Package 2 usage @ 56kps		
Bidder's Description:			
Package 2 @ 64kps - basic monthly Tier 2	The monthly basic rate for Package 2 @ 64kps		
Bidder's Description:			
Package 2 @ 64kps - usage fee Tier 2	The per minute based fee for Package 2 usage @ 64kps		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description			

6.1.3.6 Switched 56 (D)

The State seeks Switched 56 service that provides dial-up access digital bandwidth through a local access line on a cost per minute basis.

Switched 56 services shall be compliant with applicable North American ANSI, ITU and Telcordia Standards.

Bidders shall describe availability of service statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- Symmetrical at 384 Kbps

Service shall meet ANSI T1.413 Standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DSL service and features detailed in Table 6.1.3.8.a

Table 6.1.3.8.a Digital Subscriber Line (DSL) Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Symmetrical at 384 Kbps Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			

The Contractor may offer the DSL service and features detailed in Table 6.1.3.8.b

Table 6.1.3.8.b Digital Subscriber Line (DSL) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Symmetrical at 384 Kbps Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Expedite	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.9 DSL Virtual Private Network (D)

The State seeks a DSL service that shall include “virtual” connections for multiple fixed sites routed through a private network to a remote site or employee location.

Service shall meet ANSI T1.413 Standards secured by large scale security methodologies such as:

- Firewalls
- Encryption
- IPSec
- AAA Server

The Contractor may offer the DSL VPN service and features detailed in Table 6.1.3.9.a

Table 6.1.3.9.a DSL Virtual Private Network (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DSL VPN site-to-site connectivity solutions (non-Internet traversing) Tier 1	End-to-end DSL virtual connection		
Bidder's Description:			
DSL VPN site-to-site connectivity solutions (non-Internet traversing) Tier 2	End-to-end DSL virtual connection		
Bidder's Description:			
DSL VPN Expedite option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.10 Audio Conferencing (M-O)

Audio Conferencing shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following.

- Multiple port conferencing
- Meet-me conference-bridge

All Audio Conferencing services shall be available and functional to all subscribers. Bidder shall describe how Customers will access this service.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.2.1.

Table 6.1.5.2.1 Emergency Restoration Services – Fiber Loop (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Emergency Restoration Service	Emergency restoration service as described above		
Bidder's Description:			
Emergency Restoration Repair Labor	Technical labor required to provide fiber loop repairs (Bidders are to provide all applicable labor classifications. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Equipment	Equipment required to facilitate fiber loop repairs (Bidders are to provide all applicable Equipment. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Material Markup			
Bidder's Description:			
36 strand 62.5/125 um cable			
Bidder's Description:			

The Contractor shall offer exclusively available voice sets and voice and data Equipment required for the Transition as detailed in Table 6.1.6.2.

Table 6.1.6.2 Exclusive Voice Sets and Voice/Data Equipment (M-O)

	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description: (basic telephone set)			
2				
	Bidder's description: (enhanced telephone set)			
List other exclusively available voice sets and voice and data Equipment required for the Transition. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.				
3				
	Bidder's description:			
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			
10				
	Bidder's description:			

6.1.6.3 Exclusive Managed Frame CPE (M-O)

Bidders shall identify all exclusively available data WAN CPE (CSUs/DSUs) used in its Managed Frame service that it will offer CALNET II Customers, either at no cost due to the compatibility Requirement of Section 6.1.6, or at a price when a Customer wants to add additional CPE after the successful

Transition from CALNET I to CALNET II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of proprietary Managed Frame CPE in the table provided below.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer managed frame CPE required for the Transition that is only available for distribution exclusively by the Bidder as detailed in Table 6.1.6.3.

Table 6.1.6.3, Exclusive Managed Frame CPE (M-O)

Item #	Manufacturer	Model Number	Meets/exceeds rqmt? Y/N	Reference document and location
1				
	Bidder's description: (DSO Equipment)			
2				
	Bidder's description: (DS1 Equipment)			
3				
	Bidder's description: (DS3 Equipment)			
List other managed frame Equipment required for the Transition that is only available for distribution by the Bidder below. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.				
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			

- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, service taxes, fees, surcharges, and surcredits, and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User

- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract Language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services (including local, long distance and international) be billed in six second increments or less

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

6.1.11.2.3 Service Availability (M)

Services	Service Availability Percentage																				
Analog* Asynchronous Transfer Mode (ATM)* Carrier* Digital Service Line (DSL)* DSL Virtual Private Network (VPN)* Frame Relay* Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)* ISDN Primary Rate Interface (PRI)* Gigabit Ethernet Metropolitan Area Network (MAN)* SONET* Switched 56*	<p>Definition</p> <p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per circuit number/phone number/service ID. Scheduled uptime is based on 7x24x number of calendar days in the month.</p> <p>Measurement Process</p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each circuit number/phone number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Objectives</p> <table> <tr> <th>Tier 1</th><th>Tier 2</th></tr> <tr> <td>Analog>99.2 percent</td><td>Analog>98.7 percent</td></tr> <tr> <td>DS0>99.2 percent</td><td>DS0>98.7 percent</td></tr> <tr> <td>DS1>99.5 percent</td><td>DS1>99.0 percent</td></tr> <tr> <td>DS3>99.8 percent</td><td>DS3>99.3 percent</td></tr> <tr> <td>OCX>99.8 percent</td><td>OCX>99.3 percent</td></tr> <tr> <td>DSL>99.2 percent</td><td>DSL>98.7 percent</td></tr> <tr> <td>Gig Ethernet/MAN>99.7 percent</td><td>Gig Ethernet/MAN>99.2 percent</td></tr> <tr> <td>PRI ISDN > 99.5 percent</td><td>PRI ISDN > 99.0 percent</td></tr> <tr> <td>BRI ISDN > 99.2 percent</td><td>BRI ISDN >98.7 percent</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog>99.2 percent	Analog>98.7 percent	DS0>99.2 percent	DS0>98.7 percent	DS1>99.5 percent	DS1>99.0 percent	DS3>99.8 percent	DS3>99.3 percent	OCX>99.8 percent	OCX>99.3 percent	DSL>99.2 percent	DSL>98.7 percent	Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent	PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent	BRI ISDN > 99.2 percent	BRI ISDN >98.7 percent
Tier 1	Tier 2																				
Analog>99.2 percent	Analog>98.7 percent																				
DS0>99.2 percent	DS0>98.7 percent																				
DS1>99.5 percent	DS1>99.0 percent																				
DS3>99.8 percent	DS3>99.3 percent																				
OCX>99.8 percent	OCX>99.3 percent																				
DSL>99.2 percent	DSL>98.7 percent																				
Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent																				
PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent																				
BRI ISDN > 99.2 percent	BRI ISDN >98.7 percent																				

“*” = Tier 1 is mandatory-optional; Tier 2 is desirable

6.1.11.2.9 Excessive Outage (M)

Services	Excessive Outage				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Line</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Digital Service Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Audio Conferencing</p> <p>Switched 56*</p> <p>Voice Mail</p> <p>Locally Based ACD</p> <p>Interactive Voice Response (IVR)</p> <p>Specialized Call Routing</p> <p>Computer Telephone Integration</p> <p>“*” = Tier 1 is</p>	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a circuit or service, for more than twelve (Tier 1) or twenty-four hours (Tier 2).</p> <p>Measurement Process</p> <p>The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <table border="1" data-bbox="683 961 1393 1104"> <tr> <th data-bbox="683 961 1045 1014">Tier 1</th><th data-bbox="1045 961 1393 1014">Tier 2</th></tr> <tr> <td data-bbox="683 1014 1045 1104">Less than 12 hours</td><td data-bbox="1045 1014 1393 1104">Less than 24 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>Tier 1:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.</p> <p>Tier 2:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.</p> <p>Monthly Rights and Remedies</p>	Tier 1	Tier 2	Less than 12 hours	Less than 24 hours
Tier 1	Tier 2				
Less than 12 hours	Less than 24 hours				

6.1.11.2.13 Time to Repair (TTR) – Major (M)

Services	Time to Repair (TTR)-Major																						
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Digital Service Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause.</p> <p>Or</p> <p>The loss of 2 or more service types to a single End-User at the same address location.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as opened in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table data-bbox="654 1031 1360 1619"> <tr> <th data-bbox="654 1031 1015 1087">Tier 1</th><th data-bbox="1015 1031 1360 1087">Tier 2</th></tr> <tr> <td data-bbox="654 1087 1015 1129">Analog=less than 2 hours</td><td data-bbox="1015 1087 1360 1129">Analog=less than 3 hours</td></tr> <tr> <td data-bbox="654 1129 1015 1171">DS0=less than 2 hours</td><td data-bbox="1015 1129 1360 1171">DS0=less than 3 hours</td></tr> <tr> <td data-bbox="654 1171 1015 1213">DS1=less than 2 hours</td><td data-bbox="1015 1171 1360 1213">DS1=less than 3 hours</td></tr> <tr> <td data-bbox="654 1213 1015 1255">DS3=less than 2 hours</td><td data-bbox="1015 1213 1360 1255">DS3=less than 3 hours</td></tr> <tr> <td data-bbox="654 1255 1015 1297">DSL=less than 2 hours</td><td data-bbox="1015 1255 1360 1297">DSL=less than 3 hours</td></tr> <tr> <td data-bbox="654 1297 1015 1339">DSL VPN=less than 2 hours</td><td data-bbox="1015 1297 1360 1339">DSL VPN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1339 1015 1381">ISDN=less than 2 hours</td><td data-bbox="1015 1339 1360 1381">ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1381 1015 1423">PRI ISDN=less than 2 hours</td><td data-bbox="1015 1381 1360 1423">PRI ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1423 1015 1465">BRI ISDN=less than 2 hours</td><td data-bbox="1015 1423 1360 1465">BRI ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1465 1015 1619">Gig Ethernet = less than 2 hours</td><td data-bbox="1015 1465 1360 1619">Gig Ethernet = less than 3 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a 25 percent rebate of</p>	Tier 1	Tier 2	Analog=less than 2 hours	Analog=less than 3 hours	DS0=less than 2 hours	DS0=less than 3 hours	DS1=less than 2 hours	DS1=less than 3 hours	DS3=less than 2 hours	DS3=less than 3 hours	DSL=less than 2 hours	DSL=less than 3 hours	DSL VPN=less than 2 hours	DSL VPN=less than 3 hours	ISDN=less than 2 hours	ISDN=less than 3 hours	PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours	BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours	Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours
Tier 1	Tier 2																						
Analog=less than 2 hours	Analog=less than 3 hours																						
DS0=less than 2 hours	DS0=less than 3 hours																						
DS1=less than 2 hours	DS1=less than 3 hours																						
DS3=less than 2 hours	DS3=less than 3 hours																						
DSL=less than 2 hours	DSL=less than 3 hours																						
DSL VPN=less than 2 hours	DSL VPN=less than 3 hours																						
ISDN=less than 2 hours	ISDN=less than 3 hours																						
PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours																						
BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours																						
Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours																						

6.1.12 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

As a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Section 6.1.12.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.1.12.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.1.11.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Long distance services will be evaluated on the Bidder’s diagrammatic representation in the Voice Network Design and will be weighted as described in RFP Section 9.5.3 - C.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.3 LONG DISTANCE CALLING (M-O)

The Long Distance services shall consist of Intra-LATA (calls placed within a lata greater than 16 miles), Inter-LATA, Inter-State, and International calling. The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

- **10-Digit/14-Digit Exclusion** - Customers can use 10-digit or 14-digit exclusion to prevent abuse by blocking all calls to unauthorized numbers
- **Universal Range Privileges** - Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas
- **Accounting Codes** - An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the network audio conferencing features detailed in Table 6.2.13.1.a.

Table 6.2.13.1.a Network Audio Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Dial, Basic Dial-In Meet Me Service (up to 6 ports)	Also known as “Meet-Me” service, participants (up to 6) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 24 ports)	Also known as “Meet-Me” service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 48 ports)	Also known as “Meet-Me” service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 96 ports)	Also known as “Meet-Me” service, participants (up to 96) dial a pre-established number to join the conference call.		
Bidder’s Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Underutilization Fee	Fee associated with instances of Customer utilizing less than 80% of reserved ports on a Dial In Meet Me call.		
Bidder's Description:			
Cancellation Fee for Meet Me Services	Fee applicable only to any cancellation of Meet Me services (24, 48, or 96 ports) with less than 2 hours notice prior to scheduled conference.		
Bidder's Description:			
Direct Dial, Listen Only (Broadcast)	Participants are placed in a listen only mode on a direct dial call.		
Bidder's Description:			
Toll Free, Basic Dial-In Meet Me Service (up to 6 ports)	Also known as "Meet-Me" service, participants (up to 6) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 24 ports)	Also known as "Meet-Me" service, participants (up to 24) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 48 ports)	Also known as "Meet-Me" service, participants (up to 48) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 96 ports)	Also known as "Meet-Me" service, participants (up to 96) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Listen Only (Broadcast)	Participants are placed in a listen only mode on a toll free call.		
Bidder's Description:			

6.2.19.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/31 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options

- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract Language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services be billed in six second increments or less

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.2.19.2 Fraud Management System (M)

The Contractor shall provide a Fraud Management System available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the System tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

As a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Section 6.3

- Identify the encryption Standards supported and provided (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services – IP Communication Applications)
- Describe the Customer premise power Requirements (Standalone IP Telephony and Converged IP Telephony)
- Identify which physical interface standards your solution utilizes. (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, Converged IP Contact Center)

In addition, the Contractor shall provide a description of their methodology to address the following Data Network Backbone issues:

- Congestion
- Rerouting metric

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide Services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network ACD Management Information System (MIS) tracking for each Contact Center as detailed in Table 6.3.5.1.4.a.

Table 6.3.5.1.4.a IP Network ACD MIS Tracking for Each Contact Center (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for IP Network ACD (8 ports)	The MIS for IP ACD described above with 8 ports		
Bidder's Description:			
MIS IP Network ACD(24 ports)	The MIS for IP ACD described above with 24 ports		
Bidder's Description:			
MIS IP Network ACD (48 ports)	The MIS for IP ACD described above with 48 ports		
Bidder's Description:			
MIS for Network ACD (96 ports)	The MIS for IP ACD described above with 96 ports		
Bidder's Description:			
MIS for IP Network ACD (192 ports)	The MIS for IP ACD described above with 192 ports		
Bidder's Description:			
MIS for IP Network ACD (over 192 ports)	The MIS for IP ACD described above with over 192 ports		
Bidder's Description:			

Contractor shall offer the IP network ACD MIS tracking for each Contact Center as detailed in Table 6.3.5.1.4.b.

Table 6.3.5.1.4.b IP Network ACD MIS Tracking for Each Contact Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's Service Request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and

basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner

- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/31 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices

SLA	Definition
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.
Transmission Delay	Round trip: the average round trip transfer delay measured from Contractor to Customer Hand-Off One way: the average one way transfer delay measured from Customer Hand-Off
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service Taxes, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers

Section 6.4

- Circuit type (Wireline Data Channel Service)
- Available local wireline service technologies by geographic region
- Availability Date (Wireline Data Channel Service and BFWA)

In addition, the Contractor shall provide a written description for the following:

- Describe Long range line-of-sight (LOS) and non-line-of-sight (NLOS) distance limitations that apply to the proposed solution(s) (BFWA)
- Identify which air interface Standards the proposed solution utilizes (BFWA)
- Identify the key physical features of the air interface Standards being proposed (BFWA)
- Identify the various forms of data signals/protocols conveyed by your systems such as T1/E1, IP, Ethernet and ATM. (Wireline Data Channel Service and BFWA)
- Identify path loss and fading phenomena possible over the proposed fixed LOS or NLOS wireless channel and identify the reliability afforded by such channels (BFWA)
- Identify other possible RF limitations such as signal to interference ratio or time and frequency sensitivity that apply to the proposed BFWA solution
- Identify the different regulatory requirements for operating the proposed BFWA systems
- Identify Security Standards that apply to the proposed solution (Wireline Data Channel Service and BFWA)
- Identify the encryption Standards supported and provided (Wireline Data Channel Service and BFWA)
- Describe the Customer premise power Requirements (BFWA)
- Identify which physical interface Standards the proposed solution utilizes. (Wireline Data Channel Service and BFWA)
- Identify Wireless Channel latency

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the State.

Interoperability – the ability to deliver services that interconnect and communicate based on open established Standards.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Bidder's Description:

Contractor may offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.b.

Table 6.4.3.2.b BFWA Data Channel Enhanced Line Rate Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Portability Option	BFWA solution as a service at 200Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.4.3.2.1 BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D)

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E2 upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E). Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7 (excludes the required locations described in Section 6.4.3.1 above).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

Table 6.4.4.3.b Additional Wireline Line Rate Data Channel Service Over 700k – Service and Features (D)

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	San Francisco		
Wireline over 700k	Los Angeles		
Wireline over 700k	Oakland		
Wireline over 700k	Sacramento		
Wireline over 700k	San Diego		
Wireline over 700k	San Jose		
Wireline over 700k	Santa Ana		
Wireline over 700k	Fresno		
Wireline over 700k	Hayward		
Wireline over 700k	Pasadena		
Wireline over 700k	Richmond		
Wireline over 700k	Van Nuys		
Wireline over 700k	Martinez		
Wireline over 700k	Salinas		
Wireline over 700k	Anaheim		
Wireline over 700k	Escondido		
Wireline over 700k	Orange		
Wireline over 700k	Fairfield		
Wireline over 700k	Alhambra		
Wireline over 700k	Riverside		
Wireline over 700k	Ventura		
Wireline over 700k	Redding		
Wireline over 700k	Fremont		
Wireline over 700k	Irvine		
Wireline over 700k	El Monte		
Wireline over 700k	Santa Cruz		
Wireline over 700k	Santa Clara		
Wireline over 700k	Brea		

6.4.6.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.4.6.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate for labor to diagnose and repair contracted services.

All materials shall be provided on a cost-plus basis. The Bidder shall identify the standardized markup for all materials in the cost table of Section 7.

The rates identified shall only be used for the diagnosis and repair of contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Table 6.4.6.2 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

- “Current Charges” identified on the first page of the invoice will reflect the Contractor’s expectation for payment. All debits and credits posted to the current invoice shall equal the “Current Charges”
- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State’s Service Request (STD.20) number or the local government’s purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.4.9.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS’s satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10, in addition:

- The Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/31 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

At a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Sections 6.4.13.2.2 (DTS/ONS Detail of Services Billed Report by Service)

Section 7

NOTE:

See the CALNET II homepage for a complete reissue of Section 7 (Exhibits A, B, C, and D).